

DEPARTMENT OF HUMAN RESOURCES  
EMPLOYEE LEARNING &  
DEVELOPMENT DIVISION  
1ST FLOOR, JAMES K. POLK BUILDING  
505 DEADERICK STREET  
NASHVILLE, TN 37243

# Department of Human Resources Employee Learning & Development Newsletter

*"Integrating Learning and Performance"*

Volume 1, Issue 3

Mickey McCowen, Editor

## How to Handle Mistakes

Who hasn't made a mistake? Does it make you feel angry or embarrassed? It's just part of being human. Mistakes can create positive learning opportunities. If we recognize the mistake for what it is and own up to it, we are less likely to commit the same mistake again.

Here are some suggestions as to how to deal appropriately when in error:

- Admit responsibility.
- Determine who needs to know.
- Communicate the error to the appropriate person.
- Give only the facts.
- Don't make excuses—only provide an explanation to the person.
- State how you fixed the problem—or how you plan to fix the problem.
- Plan and communicate to your manager or supervisor how you will prevent the mistake from occurring again.

## New Course Announcement

The August—December 2008 Course Announcement is available. You can access it online: [http://state.tn.us/dohr/resources/training/training\\_index.htm](http://state.tn.us/dohr/resources/training/training_index.htm).



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## Transforming Learning in State Government

The Employee Learning and Development Division provides specialized consultation to all state agencies that are seeking learning solutions to meet their training and performance needs. The Division works with agencies to design and implement learning solutions that enable the agency to improve performance and meet their objectives.

Employee Learning and Development Learning Consultants are currently working with agency customers to provide customized services which include seminars, workshops, and conferences. Present customers include:

- Tennessee General Assembly—customized training in relating with multiple generations in the workplace, principles for positive performance, dealing with change in an ever changing work environment, and relating to a wide variety of personalities on the job;
- Tennessee Department of Transportation—providing skill sets necessary to build strong and effective teams;
- Department of Revenue—tailored customer service skill building workshops for field agents;
- Tennessee Housing and Development—specialized learning for managers on how to communicate with all age groups across the state;
- Department of Treasury, Environment and Conservation, and Safety—focused learning to meet the challenge of managing change in order to sustain and improve performance.



Please contact Trish Pulley, Assistant Director of Employee Learning and Development, (615-741-4126 or [Trish.Pulley@state.tn.us](mailto:Trish.Pulley@state.tn.us)) to explore products and services that provide learning solutions for enhancing high performing organizations.

## Workplace Trivia

**From the U.S. Chamber of Commerce and the Census Bureau:**

The average length an American worker commutes to work daily: 24.4 minutes

The percentage of American workers who drive to work: 77%

Those who car pool: 10%

Those who use public transportation: 5%

## *Agency Training Coordinators*

Employee Learning and Development recognizes and appreciates all agency training coordinators for their assistance in providing learning opportunities for state employees. Through promoting, scheduling, maintaining training records and communicating logistical information, training coordinators enable employees to take advantage of the variety of products and services available for professional growth.

The following is a listing of all agency training coordinators:

**Maria Anderson**  
*Public Defender*

**Sandra Anderson**  
*Board of Probation & Parole*

**Frances Baggett**  
*Tennessee Correction Academy*

**Diane Baham**  
*Commission on Children & Youth*

**Eileen Beard**  
*Agriculture*

**Jackie Berg**  
*Labor & Workforce Development*

**Wanda Betty-Gossett**  
*Veterans Affairs*

**Paula Bingham**  
*Comptroller*

**Becky Brady**  
*Tennessee Bureau of Investigation*

**Joe Broadnicki**  
*Correction*

**Walter Brooks**  
*Finance & Administration*

**Dorothy Brown**  
*TennCare*

**Helen Browning**  
*Environment & Conservation*

**Ann Candler**  
*Tennessee Wildlife Resources Agency*

**Bettye Carter**  
*Children's Services*

**Susan Cunningham**  
*TRICOR*

**Pamela Curtis**  
*Mental Health & Developmental Disabilities*

**Geneva Glenn**  
**Learning Consultant**  
*Employee Learning & Development Division*  
*Department of Human Resources*

**Tanya Davis-Barlar**  
*Tennessee Housing Development*

**Janie Dorris**  
*Human Resources*

**Rhonda Finchum**  
*Health Services Development*

**Sandy Fletcher**  
*Office of the Governor*

**Connie Frederick**  
*Legislative*

**Ginger Gray**  
*Attorney General's Office*

**Becky Higley**  
*Transportation*

**Wanda Johnson**  
*Tennessee Corrections Institute*

**Cheryl Killoran**  
*Mental Retardation Services*

**Lisa Lancaster**  
*Human Rights Commission*

**Barbara F. Lucas**  
*Tennessee Arts Commission*

**Myrna Mansfield**  
*Tennessee Student Assistance Corp.*

**Terry Miller**  
*Tennessee Emergency Management*

**Alisa Morris**  
*Economic & Community Development*

**Sarah Oliphant**  
*Treasury*

**Barry Pruitt**  
*Commission on Aging & Disabilities*

**Sharon Reed**  
*Tourist Development*

**Mickey McCowen**  
**Learning Consultant**  
*Employee Learning & Development Division*  
*Department of Human Resources*

**Lillian Rhodes**  
*Human Services*

**Cindy Saladin**  
*Judicial/Supreme Court*  
*Juvenile & Family Court Judges*

**Nicki Sanders**  
*Safety*

**Johnetta Scales**  
*Revenue*

**Thomas Simmons**  
*Military*

**Laurie Steen**  
*District Attorney General*

**Richard Thomas**  
*Commerce & Insurance*

**Michael Timme**  
*Tennessee Advisory Commission*

**Ann Travis**  
*Secretary of State*

**Samella Washington**  
*Health*

**Jacqueline Wicks**  
*General Services*

**Corsina Wiley**  
*Higher Education*

**Benita Williams**  
*Tennessee Regulatory Authority*

**Cindy Wilson**  
*Alcoholic Beverage Commission*

**Tabatha Wilson**  
*Education*

**Leslie Yanez**  
*Financial Institutions*

**Lynn York**  
*Post Conviction Defenders Office*

**Ernie Ricketts**  
**Learning Consultant**  
*Employee Learning & Development Division*  
*Department of Human Resources*

## *TGEI Class of 2008 Announced*



The Tennessee Government Executive Institute announces its Class of 2008:

Ms. Danielle Barnes  
*Human Resources*

Ms. Sandra Bennett  
*Labor & Workforce Development*

Ms. Jeanne Broadwell  
*TN Bureau of Investigation*

Mr. Charles Bryson  
*Human Services*

Mr. Kenneth Carpenter, Jr.  
*Transportation*

Ms. Karen Eddy  
*Human Resources*

Mr. Jeff Francis  
*Labor & Workforce Development*

Ms. Marge Gray  
*Correction*

Mr. Jason Gunnoe  
*Finance & Administration*

Mr. James Hartbarger  
*Commerce & Insurance*

Mr. Jeffery Hoge  
*Transportation*

Mr. Jamie Kilpatrick  
*Education*

Ms. Laurie Lee  
*Finance & Administration*

Mr. Tony Mathews  
*Environment & Conservation*

Mr. E. Patrick McIntyre, Jr.  
*Environment & Conservation*

Ms. Tina Miller  
*Financial Institutions*

Mr. Graham Prichard  
*Human Services*

Mr. Rob Purdy, II  
*Military*

Ms. Lynn Questell  
*TN Emergency Communications Board*

Ms. Deborah Reeves  
*TN Housing Development Agency*

Mr. Alan Schwendimann  
*Environment & Conservation*

Mr. Brian Senecal  
*TN Bureau of Investigation*

Mr. Alan Smith  
*Financial Institutions*

Mr. Kent Stevenson  
*Human Services*

Ms. Kathy Strunk  
*Education*

Mr. Robert Yemm  
*Finance & Administration*

The goal of TGEI is to improve government by increasing the participant's understanding of the dynamics of transformation in both a global and local context, anticipating new directions and managing transitions in the work environment. The underlying premise is the integration of strategic management principles and processes to increase organizational effectiveness.

During TGEI, participants experience a variety of learning opportunities in strategic planning, self-analysis and personal development. The Tennessee Government Executive Institute is in its twenty-fifth year, and is one of the premier leadership development programs in the nation.